



## State of Nevada – Department Of Personnel

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### CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>VETERANS SERVICES REPRESENTATIVE</b> <b>OPTIONS 1: BENEFITS</b> <b>2: CEMETERY</b>	<b>30</b>	<b>B</b>	<b>12.182</b>

Under general supervision of the Deputy Commissioner of Veterans' Services, is responsible for (Option 1) assisting and advising veterans, servicemen or women, their wives, widows, husbands, children, dependents, administrators, or designated representatives in preparing, submitting and presenting claims and appeals for denied benefits; give aid, assistance and counsel to problems, questions and situations relating to veterans and servicemen's privileges and benefits, or (Option 2) directing, managing and overseeing the operation of a State veterans' cemetery consisting of up to 100 plus acres of cleared and forested grounds, buildings, roads, associated operating equipment, inventories and supplies, and other related appurtenances, and performs related work as required.

#### Option 1: Benefits

Provide veterans' services to individuals, groups or organizations eligible under NRS Title 37 by: informing clients about available benefits such as insurance, education and training, pensions, medical care, retirement, vocational rehabilitation, and disability compensation; interviewing clients to elicit information to determine eligibility for benefits; and assisting clients in the preparation of claims by developing supporting documentation. Work is subject to review when unusual circumstances occur.

Make determinations of eligibility for benefits and services by applying State and federal law as well as case history. Work is subject to review when unusual circumstances occur.

Visits local hospitals, convalescent homes, shut-in veterans and widows' homes to ensure recipients are given whatever service or assistance they are entitled to receive. Attends various veteran related meetings as required. Work is reviewed when unusual circumstances occur.

#### Option 2: Cemetery

Coordinate/direct cemetery operations for funeral services and burials, reviewing documents necessary to establish eligibility for burials, completing necessary documents, scheduling interment services and making necessary arrangements for the opening and closing of graves, and working with funeral directors, the public, veterans' groups, military groups and supervising a work crew using job expertise to ensure proper protocol is observed and to provide dignified burials for veterans and their family.

Manage/supervise cemetery operations and maintenance, including: opening and closing of graves in developed burial areas; planting and propagation of flowers, trees and shrubs; snow removal, building construction/maintenance; setting grave markers; lawn, walkway, road and gate maintenance; drafting/surveying construction/development of new burial areas; equipment maintenance and repair.

Provide veterans and their families with death benefit information, including the distribution of State headstones and markers, and the flag program for the appropriate decoration of veterans' graves.

Option 2: Cemetery (cont'd)

Maintain a permanent register of all deceased veterans, including their place of interment and the war in which they served.

Assist in the formulation of grant proposals, the agency budget, and the annual report.

Perform related duties as assigned.

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**MINIMUM QUALIFICATIONS**

**OPTION 1: BENEFITS**

**EDUCATION AND EXPERIENCE:** Four years of experience which involved public contact and interviewing for the purpose of imparting and eliciting information and which included the interpretation of policy for administrative determination; **OR** three years of experience as a Veterans Claim Representative in Nevada State service; **OR** two years of experience as an Employment Security Specialist II in Nevada State service; **OR** an equivalent combination of education and experience.

**EQUIVALENCY STATEMENT:** Forty-eight (48) semester credits from an accredited college or university in one or a combination of the following fields: math, English, business, political science, public administration, social work, psychology, law, sociology, or computer science may be substituted for one year of the required experience.

**OPTION 2: CEMETERY**

**EDUCATION AND EXPERIENCE:** Two years of public contact experience in which an applicant made eligibility determinations and two years of experience in the development, operation, improvement and maintenance of a facility; **OR** an equivalent combination of education and experience.

**EQUIVALENCY STATEMENT:** Education above the high school level may be substituted for the qualifying experience on a year-for-year basis, however, one year of facility management experience is required.

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**BOTH OPTIONS**

**Knowledge of:** the various Veterans Administration benefits; basic math such as addition, subtraction, multiplication, division, fractions, decimals, percentages and whole numbers in order to determine monetary benefits. In addition, Option 2 requires knowledge of facility management. **Ability to:** write grammatically correct reports and memoranda; read and comprehend written departmental policies and procedures; read and comprehend legal documents such as Nevada Revised Statutes and federal law regarding veterans' benefits; research and compile information needed to respond to questions from claimants and other agencies; remain calm when dealing with people who are resistant, indifferent or hostile; communicate verbally with claimants from a variety of educational, economic, social and cultural backgrounds to clearly convey specific information, explain situations and inform them regarding options available; organize work and set priorities which reflect agency deadlines; follow written instructions in processing forms; establish and maintain cooperative working relationships.

**MINIMUM QUALIFICATIONS (cont'd)**

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**OPTION 1: BENEFITS**

**Knowledge of:** Veterans Administration laws, Title 38 of the United States Code; the various Veterans Administration forms and procedures involved in filing new claims, follow-ups, and appeals.

**OPTION 2: CEMETERY**

**Knowledge of:** the principles, practices and techniques involved in the day-to-day operation and maintenance of a cemetery; State legislation pertaining to veterans' graves and cemeteries; the techniques required in cataloging and restoring historic burial grounds. **Ability to:** identify and utilize all community, governmental, public and private groups and organizations interested in the condition and welfare of veterans and historic burial grounds; maintain an effective public relations program with veterans' organizations, the public, and other government agencies; prepare budgetary estimates and grant proposals.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.182

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